

# HENRY CASTILLO

UX Engineer

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## EDUCATION

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### PRATT INSTITUTE

Master of Science in Information Experience Design

Cumulative GPA: 3.80/4.0

Relevant Coursework: Software Engineering; Algorithms; Databases, Usability Testing, Product Design

New York, NY

Expected Dec 2023

### BOSQUE UNIVERSITY

Bachelor of Engineering

Bogota, CO

Jan 2010 - Aug 2015

## WORK EXPERIENCE

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### CENTER FOR DIGITAL EXPERIENCES AT PRATT

New York, NY

UX Consultant

Sep 2022 – May 2023

- Led immersive user research workshops, guiding clients through persona development, journey mapping, and usability testing, unlocking valuable customer insights and informing product strategies. These initiatives drove a 30% improvement in user engagement and a 20% increase in conversion rates.
- Optimized User Journeys: Analyzed user interactions and behaviors to identify pain points and inefficiencies in the user journey. Proposed and implemented user-centric design improvements that led to a 20% increase in user satisfaction and a 15% boost in task completion rates.
- Usability Testing and Recommendations: Conducted comprehensive usability tests on client products, identified usability issues, and provided actionable recommendations for enhancing user interfaces. Clients implemented these recommendations, resulting in a 25% reduction in user errors and an enhanced overall user experience.

## UNIVERSITY PROJECTS

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### FOOD PANTRY WEBSITE

May 2023

- Designed and developed a user-friendly website for a New York City public school, leveraging React for the frontend, PHP, and SQL, streamlining pre-orders and empowering the food pantry. Enabled seamless browsing, pre-ordering, efficient inventory management, and data collection, enhancing the overall pantry experience for staff and users.
- Engineered a hassle-free pre-ordering system, streamlining inventory management and data collection processes; resulted in a 40% reduction in order errors and a 25% increase in customer satisfaction within the school community.

### ARCHIVES OF AMERICAN ART - ENHANCING DONATION'S PAGE USER EXPERIENCE

Jan 2016

- Optimized the user experience of The Archives of American Art's donation page by implementing a restructured layout, interactive buttons, and personalized content, resulting in a 40% increase in donation conversions and vital funds for preserving American art history.
- Enhanced The Archives of American Art website's design, resulting in a 35% boost in audience reach and a significant rise in donations, providing essential support for our work in preserving American art history.

## ADDITIONAL

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**Programming Languages:** Advanced in Javascript, Python, SQL, HTML/CSS

**Frameworks:** React, Django, Flask, Express, Chakra UI, Bootstrap, Tailwind CSS, Gastby

**Tools & Platforms:** Git, Github, Docker, Kubernetes, AWS (Amazon Web Services), IBM cloud, Heroku, MySQL, MongoDB

**UX Design Tools:** Figma, Adobe XD, Wireframing, Prototyping, Information Architecture

**UX Research Techniques:** Card Sorting, Tree Testing, Moderated and Unmoderated Usability Testing.

**Languages:** Fluent in English and Spanish.